ALAMEDA COUNTY HEALTH CARE SERVICES AGENCY

Alameda County Care Connect Team
is recruiting for the following position:

◊ **Senior Management Analyst-P (Help Desk)**

Our Mission

AC Care Connect is committed to strengthening a system of care that works together to deliver consumer centered care and supporting high need individuals (the people of Alameda County who face highly complex physical, behavioral, and social challenges) to achieve optimal independence and health.

HOW TO APPLY

Please submit a cover letter and completed County of Alameda Job Application to:
ACCareConnectJobs@acgov.org

The application template is available online on Alameda County's On-Line Employment Center at:

www.jobapscloud.com/alameda

New users can click on "New User Registration" to fill out an application template. Once the application is completed, candidates can click on the "Review" tab to "Print My Application". A PDF version of the application or digital scan of the completed application can be submitted to the email address above.

Learn more about Alameda County Care Connect
http://accareconnect.org/

Alameda County Care Connect is seeking passionate, committed agents of social change to help transform care for people experiencing homelessness and individuals needing support for multiple complex conditions.

In 2016, Alameda County Health Care Services Agency (HCSA) was awarded more than $140 million by the California Department of Health Care Services for AC Care Connect, an ambitious and innovative program that focuses on people experiencing homelessness and people with complex physical, mental, and social conditions who need care coordination across multiple systems, such as emergency services, hospitalizations, and law enforcement, to obtain good treatment outcomes. This pilot program focuses on transforming the infrastructure of care, and will organize health care providers, housing, behavioral health, probation, and other systems to work together to better coordinate care; help patients obtain housing; and, improve communications and coordination between providers by creating a "community health record." An estimated 20,000 people will be touched by the program over five years.

The POSITION

*The County classification for this positions is Senior Management Analyst (link to SMA classification).

Minimum Qualifications:
Experience: The equivalent to one year of full-time experience equivalent to or higher than the class of Management Analyst in the Alameda County classified service.
Completion of the Alameda County Management Academy "Management & Supervision Certificate Program" may substitute for six (6) months of the required qualifying experience.

Education: The equivalent to graduation from a four-year college or university (180 quarter units or 120 semester units) with major coursework in business or public administration, or a field related to the work.
 AND,
Experience: The equivalent to one year of full-time, professional-level experience in the planning and conduct of management, operational, policy or programmatic analyses and studies, preferably in a public agency setting.

Pay Rate: $37.69-$50.51 hourly; compensation commensurate with experience.

Provisional-Project Appointments: *Competing in a Civil Service examination is not required for a **provisional project appointment**. However, to obtain a regular appointment, the appointee will need to successfully compete in a County exam, when open. As a project position, this position is for a specific duration.*

Temporary Assignments: *Assignments vary in duration depending on the needs of the department. An assignment may end at any time, but cannot exceed 18 months. In order to obtain a regular appointment, the appointee will need to compete successfully in the Civil Service process.*

Care Connect Senior Management Analyst (Help Desk)

Responsibilities:

- Plans, directs, reviews and evaluates the work of a small professional staff; trains staff in work procedures; recommends staff selection and implements discipline as required

- Provides basic support and troubleshooting to end users using Community Health Record (CHR), One-E-App and other associated applications as:
  a. Account creation, account disabling, password resets,
  b. Diagnosing vendor's software issues vs. Internet connectivity issues (e.g. guiding the end user to www.google.com to verify that the internet connectivity is working),
  c. Escalation of software bugs to Level 2 support,
  d. CHR or other associated software enhancement suggestions,
  e. Managing consumer data sharing authorization

- Assists Care Connect program team with resolving issues regarding enrollment or eligibility within the Care Connect program

- Coordinating with Community Based Organizations (CBOs) and other end user organizations regarding quality improvement information that need to be changed or updated in the source system

- Generating reports and tracking user patterns that direct additional user training/field outreach

- Liaison with the Level 2 Help Desk to ensure that issues are resolved according to the terms of the Service Level Agreement (SLA) in the Social Health Information Exchange (SHIE)/ CHR vendor contract

- Accepting and escalating report requests from end user organizations to Care Connect Data Exchange Unit Operations

- Serves in a consultative role to departmental management on administrative and related issues and strategies; provides significant input into policy, operational and product improvement decisions

- Logging and forwarding requests to Care Connect leadership to join the CHR/SHIE as an end user organization or access data/reports from the SHIE

- Interprets and applies a variety of policies, rules and regulations; provides information which may require tact and judgment to employees and others

- Operates a variety of standard office equipment, including Microsoft Office software, and web-based Issue Ticket logging application; may drive a County or personal vehicle to attend meetings